

Our internet was blocked by Comcast Security. Since April of 2004, I have been getting a mechanical message on my home phone from Comcast security, that I was violating something or other (did not make sense) to go to the comcast site to fix the problem. I was unable to log onto Comcast, called a service rep and was led through a strange series of steps that by-passed Comcast, but did connect me with the internet.

This whole senario of the mechanical voice message happened some time later, and once again the service rep reconnected me to the interned not using Comcast.

I received an unintelligable machine phone message once again, gai I was told by the service rep that they could not speak to me, I had to call a Pennsylvania number. The number said to leave a message and someone would call back. After leaving numerous messages for 5 days no one called me back. It wasn't until I cancelled the service that a service rep told me My computer was a "Spam Machine". I had just reformatted my hard drive, Comcast was not on the computer, no one answers the messages I leave, could someone tell me what to look for and how to fix it. The service rep suggested I might have a "Trojan horse" and explained to me what that was. He also looked up my file and witnessed that I had been having these difficulties since April. My complaint is about the absolute lack of response to any of my phone calls, and if the service reps could have explained that I needed to have my computer servced to check for problems I would have gladly done so. I have disconnected Comcast and am now using some free itnernet servie.